Draft Scorecard Survey

A. General

1. Do you provide RRH, PSH or both?

   __ RRH   __ PSH   __ Both

2. Do you think that the current scorecard should be divided into two separate scorecards for Rapid Rehousing and Permanent Supportive Housing?

   __ Yes   __ No   __ Don't Know

B. Hard to Serve Homeless Populations

3. Question 1 captures the degree to which agencies serve hard to serve homeless populations.

1. Percentage of households served by program that meet locally defined "harder to serve" conditions at entry (chronically homeless, mental illness, alcohol abuse, drug abuse, chronic health conditions, HIV/AIDS, developmental disabilities, physical disabilities, sex offenders).

   a. Do you think this question adequately assesses the degree to which an agency is serving those "hard to serve"?

   __ Yes   __ No   __ Don't Know

   b. Do you think that the number of points allocated in the 3 tiers are divided appropriately?
      a. Within the 25%? Yes or No
         i. If No, what do you feel an appropriate range would be?
      b. Within the 50%? Yes or No
         i. If No, what do you feel an appropriate range would be?
      c. Within the 75%? Yes or No
         i. If No, what do you feel an appropriate range would be?

   c. Do you think this question favors PSH programs over RRH programs? Yes   No   DK
   d. Do you think the scoring tiers for this question should be different for PSH versus RRH? If so, any suggestions?
   e. Any other suggestions?

C. Housing Stability

4. Question 2 captures housing stability.

2. PSH and RRH only: Percent of homeless persons age 18 and older in PH program who remained in or exited to PH during the year, as reported in the APR. HUD Goal 80% = 80% of points.

- All projects currently meet this goal. Do you think it's a good idea to make this a threshold question so that zero points are allocated for meeting 80% and extra points are allocated for going above and beyond the 80%? If so, how would you suggest allocating the points?

- Any other suggestions?

D. Increase in Income

5. Question 3 captures the extent to which a project increased a participant's income.

*3a. PSH and RRH programs only: The percent of persons age 18 and older who **maintained or increased their total income (from all sources)** as of the end of the year or program exit. (HUD Goal 54% = 80% of points.*

- In the current HUD application, the performance outcomes section asks for "% increases in income." Do you think the scorecard should measure: (1) maintain or increases in income; or (2) increases in income only to exactly align with the HUD application?
  - o Maintain and Increase   Increase Only   Both

- Do you agree with the points are allocated? Y   N   DK
- Do you have any suggestions?

*3b. PSH and RRH programs only: The percent of persons age 18 through 61 who **maintained or increased their earned income** (i.e. employment income) as of the end of the year or program exit. (HUD Goal 20% = 80% of points)*

- Only 1 provider scored points for maintaining or increasing income. Do you think we should keep this question? Y   N   DK

- If yes, do you agree with the points are allocated?

- Do you have any suggestions?

*3c. **Income Change***

The range was 4% to 100%. It is hard to increase income if a provider mainly serves populations that receive only disability benefits and Social Security does not issue cost of living increases in a given year. However, it is a HUD expectation that incomes increase. There are also challenges with increasing incomes for RRH program when assistance is for a short time periods.

- Do you suggest having different scoring tiers for PSH compared to RRH?

- Any other suggestions?

E. Funding Use

4a. Percent of expended HUD funding for the most recent operating year. Expectation is that at least 95% of funds are expended for full points.

     - 3 projects did not get full points. Do you think this should be a threshold question for renewal, i.e. if you do not meet this requirement, then the project will automatically not get renewed?

     Yes   No   DK

- Any other suggestions?

4b. Percent of HUD funding drawdowns were made at least quarterly (4 drawdowns = 100% on LOCCS report).

- Only 1 project did not get full points. Do you think this should be a threshold question for renewal, i.e. if you do not meet this requirement, then the project will automatically not get renewed?

     Yes   No

- Any other suggestions?

F. HMIS Data Quality and Training

5a. Percentage of complete data (not null/missing, "don't know" or "refused" data), except for SS numbers.

5b. Percentage of staff that have completed at least one HMIS training course within the past year.

- All projects scored 10, except one project that scored 9. To create more scoring variety and reward high performers, do you think we should revise this question so that only projects that score 95% receive 5 points for both 5a and 5b?

- Any other suggestions?

G. Leverage

6. Program leverages additional resources as part of overall program budget. Points based on percent of leverage compared to project funding.

- HUD no longer requires this to be measured. Do you think we should continue to measure this?
- Do you think it is difficult to measure leverage? If so, what are the challenges?
- Any suggestions on modifying this question?

H. Coordinated Entry Participation

7. Participation in coordinated entry:

A. Welcome Center: cooperation with onboarding schedule
B. Families or Youth: 85% of referrals accepted by CE

- All projects scored 5. Do you think this should be a threshold question for renewal, i.e. if you do not meet this requirement, then the project will automatically not get renewed?
- Should the threshold be a certain percentage of referral received and accepted?
- What should the threshold number be?
- Any other suggestions on updating/modifying this question?

I. CoC Engagement and Participation

8.   8 pts for agency having a representative as a current member of the CoC Committee and who attended at least 75% of meetings from June 1, 2015 to May 31, 2016.
5 points for participation in one of the workgroups from June 1, 2015 – May 31, 2016.
2 points for participation in the unsheltered PIT count.

- Do you think too many points are allocated for this section? If so, how many points would you suggest be allocated for each part of this question?
- Do you think this question favors larger organization over smaller organizations?
- If so, how would you change this question?

J. HUD Priorities: Chronic and Housing First

*9a. **Chronic**: Chronic Homelessness-project dedicates 100% of turnover to individuals or families experiencing chronic homelessness.*

- Do you think this question favors PSH projects over RRH projects?

- Any suggestions on how to modify this question?

*9b. **Housing First**: Housing First-project commits to operating according to a Housing First model, referring to USICH checklist.*

- What do you think should be the specific checklist for evaluating whether a project is housing first? Do you think using the USICH checklist is a good idea? Other criteria?

- Do you think all CoC funded agencies and projects currently use a Housing First model?

- Any suggestions on how to modify this question?

K. Cost Effectiveness / Returns to Homelessness

*10a. **Cost Effectiveness**: Cost effectiveness-project is cost effective compared to other projects funded by CoC funds. Measured by average HUD CoC investment per positive housing outcome.*

- This question had a huge range from $1300 to almost $12,000.
- The current definition takes the project budget as submitted to HUD and divides it by positive outcomes. Do you think the definition of cost-effectiveness should be modified? If yes, how would you modify it?
- Do you think the scoring is effectively tiered? If no, how would you change it?
- Any other suggestions?

*10b. **Returns to Homelessness (Recidivism)**: Returns to homeless-project achieves a 15% or less return to homelessness rate.*

- Because there is no canned report from HMIS, it is very burdensome to providers to report on this measure. Also, because RRH has more exits than PSH programs, this question could favor PSH programs.

-Do you think we should only examine this question system-wide rather than on a project-by-project basis?

- If there were a canned report or a way to have CIR pull this data for each project, would you support keeping this question?

- Do you think the scoring for this question should be tiered? If so, how would you suggest tiered it?

- Any other suggestions?

L. Other

- What do you think should be the primary performance outcome measures for PSH programs?
    - What do you think should be the specific targets for those measures?
    - What do you think should be the primary indicators for PSH programs?

- What do you think should be the primary performance outcomes for RRH programs?
    - What do you think should be the specific targets for those measures?
    - What do you think should be the primary indicators for RRH programs?

- Do you see any other biases in the scorecard that have not been mentioned (e.g. some questions favor project-based versus scattered site, etc.)? If so, what are your proposed modifications?

- Do you think any questions should be removed?
- Do you think any questions should be added?

Please add any narrative about additional changes to the scorecard that you would think would be beneficial.

- Thank you so much for putting in the time and effort to respond to this survey!